

Participant Introductions

1. Your name
2. Who you work for
3. What your job is
4. Length of federal service
5. What you know about TQL
6. What you need or expect to gain by attending this course
7. A "personal tid-bit" about family, hobbies, and so forth

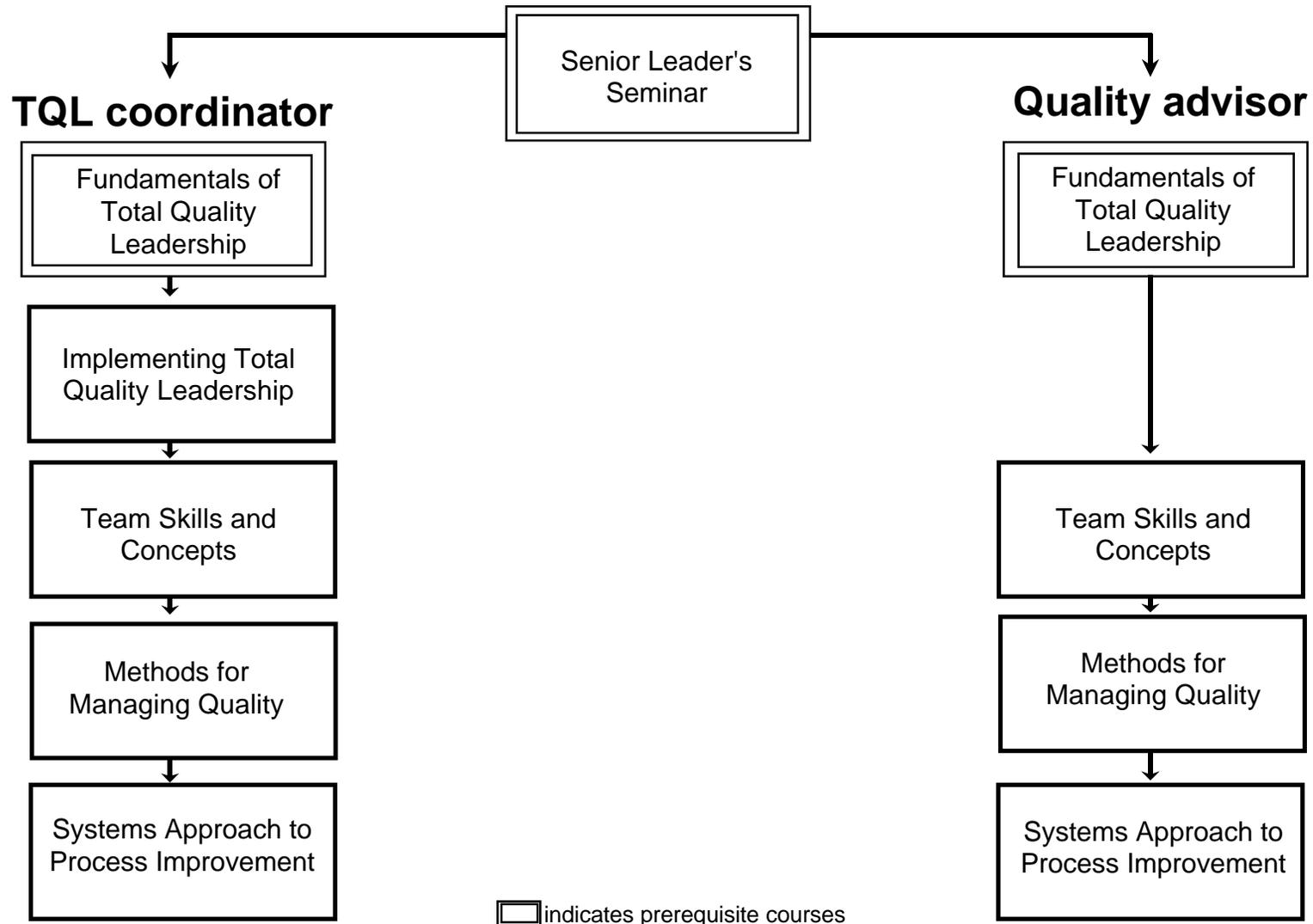
What Did We Learn from the Exercise?

- Rise in energy
- Active listening
- Stress of public speaking
- Synergistic effect
- Teamwork and decision making



TQL Training Sequence

Command leader



Course Structure

Module 0: Course Overview

Module 1: Building Effective Teams

Module 2: Communication Skills

Module 3: Team Roles and Relationships

Module 4: Working Together

Module 5: Team Tool Kit

Module 6: Stages of Team Development

Module 7: Conflict Management

Module 8: Facilitation

Course Objectives

Upon completion of this course, you will be able to:

- Guide and advise teams effectively
- Build high-performing teams
- Begin process improvement team activities
- Facilitate process improvement teams

Target Audience

- Quality advisors
- TQL coordinators

DON Definition of Total Quality Leadership

Total Quality Leadership (TQL) is the application of quantitative methods and the knowledge of people to assess and improve:

- Materials and services supplied to the organization
- All significant processes within the organization
- Meeting the needs of the end-user, now and in the future

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